

2001-03 Performance Progress Report

For Quarter Ending 6/30/2002

Agency 195

Liquor Control Board

Mission

The mission of the WSLCB is to serve the public by preventing misuse of alcohol and tobacco through controlled distribution, enforcement, and education; and provide excellent customer service by operating efficient, convenient retail stores.

Goal Protect the public by regulating the use of alcohol and tobacco

Performance Measure Percentage of licensed businesses in compliance with underage drinking laws.*

* This percentage is for tested businesses.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				79%				79%
Actual				81%				
Date Measured								

Performance Measure Percentage of licensed businesses in compliance with laws prohibiting tobacco sales to persons under age 18.*

* This percentage is for tested businesses.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				92%				92%
Actual				89%				
Date Measured								

Goal Be a customer driven agency

Performance Measure By survey, percentage of persons age 21 and over who purchase liquor from a state- or agency-run liquor store, and who rate the store's retail services as very good to excellent.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				71%				71%
Actual				90%				
Date Measured								

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Performance Measure

By survey, percentage of licensees who rate the Liquor Control Board's wholesale services as very good to excellent.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				65%				65%
Actual				86%				
Date Measured								